



ResMed Iberia Solutions Consultant

i Reporting

<i>Dept. / Team / Function</i>	Sales and Marketing
<i>Line reporting</i>	Iberia Country Manager (dotted line to the WE Marketing Director)
<i>Location</i>	Home Based (Portugal)

ii Primary Objective

To support and drive the adoption and utilisation of ResMed's Diagnostics and Digital Health portfolio. Working hand in hand with cross-functional teams including sales, product management, and operations, you will be responsible for providing service pathway and technical consultation to our commercial and clinical teams, and to our existing and prospective customers. You will build an in-depth knowledge and understanding of our customers' services requirements, technical needs, environment, and key stakeholder groups, enabling you to support our Digital Health and Diagnostics solutions.

iii Job Environment

ResMed is a global leader in the design, manufacture and distribution of innovative products for the diagnosis, treatment and management of sleep and respiratory medicine. The company has experienced sustained and significant growth since inception. One of the principal contributors to this growth is innovation reflected in a commitment to producing world-class product, services and solutions. The global competitive environment is becoming more difficult which is resulting in a greater emphasis on innovation and a cost effective approach to achieving market leadership through technological advances.

As we continue to drive the growth of our diagnostics and digital health portfolio across our Sleep and Respiratory Care business, now with over 5 million devices connected with our monitoring platforms globally, we are seeking a Solutions Consultant who will support and drive our Iberian customers to realise service efficiencies and patient outcome benefits by adopting ResMed's diagnostics and connected care solutions. This dynamic role will leverage a combined skillset of informatics technical expertise, process optimisation, business acumen, consultative selling approach and a customer service mindset –provide technical troubleshooting and guidance, through to managing the implementation and service adoption of our remote monitoring solutions. This role will partner closely with the commercial and marketing teams, along with key local and global ResMed stakeholders, to develop and implement business plans for key strategic accounts.

iv Responsibilities and Accountabilities



- Develop an advanced level of technical acumen on ResMed Diagnostics and Digital Health solutions to provide remote and face-to-face troubleshooting for our Iberian customers and ResMed commercial and clinical teams.
- Provide consultancy on implementation (painpoints identification, workflows analysis, system installation and configuration) of ResMed diagnostics and Digital Health solutions for customers success.
- Provide technical consultation and education for ResMed products and solutions to customers and internal ResMed teams.
- Utilize ResMed's diagnostics and Digital Health solutions, support service/process optimisation and change management with our Iberian customers to ensure solution adoption and outcomes success.
- Support the commercial business in achieving sales targets through the successful implementation of ResMed solutions.
- Consistently partner with commercial and marketing teams to execute account business plans.
- Identify customer needs and trends and provide customer and product insights into product management team
- Form successful relationships both internally, collaborating with WE cross-functional teams and externally, with customers, key opinion leaders and industry bodies.
- Establish and reports on key business (solution adoption and support) metrics to the sales and marketing team
- Develop solutions for specific issues and business challenges identified, in house or propose strategic partnerships.

Position Challenges

- Required to develop strong cross-functional relationships within the organisation
- Required to navigate complex Spanish and Portuguese digital and IT environment and influence key stakeholders to implement ResMed solutions
- Working remotely within a dynamic commercial environment

Position Specific Skills

- Strong process and project management skillset
- In depth knowledge of Iberian service landscape, funding arrangements, and countries reimbursments.
- Operates in a highly dynamic, changing market/competitive environment.
- Consultative selling approach required (e.g: SPIN selling methodology)
- Being able to leverage both technical, clinical and business skills
- Significant travel within the Iberian region (3 days/week) and sometimes required to work non-core business hours



- Utilising CRM system (Salesforce.com) for effective account management and collaboration across the team
- Detail oriented with excellent analytical and problem solving skills
- Strong business acumen and polished professional interpersonal skills (phone, email, in-person)

Qualifications and Experience

Required

- Experience of networking and integration of hardware and software solutions in a hospital environment
- Proven success in growing existing business accounts and relationships providing quantifiable new value within the customer lifecycle
- Experience using Salesforce.com (or equivalent) CRM system
- Experience in the medical device and/or sleep/respiratory industry
- A passion for understanding and learning data, and new technology systems
- University degree in a relevant discipline or equivalent experience

Preferred

- Project and process management experience preferred (Six Sigma, PRINCE2 or equivalent)
- 3+ years experience and success in a technology environment (software/informatics solutions provider)
- 3+ years experience managing or contributing to operational process improvements
- Deep knowledge and experience working within Spanish and Portuguese health care systems

Originator	Approved By	Date	Revision No:
		From: Sept 1st, 2020 Until: Sep 30th, 2024	